

**Balanced Scorecard Report Measures
Beginning Program Year 2006-2007
As Approved by the Workforce Florida Board**

PERFORMANCE MEASURES

SERVICES TO JOB SEEKERS:

JOB SEEKER ENTERED EMPLOYMENT RATE

For those Wagner-Peyser (WP) applicants not employed at participation, the percentage employed the 1st quarter after exit based on a match with quarterly UI wage report data. The same as the federal common measure required by USDOL.

VETERAN'S ENTERED EMPLOYMENT RATE

For those veterans not employed at Wagner-Peyser (WP) participation, the percentage employed the 1st quarter after exit based on a match with quarterly UI wage report data. The same as the common measure required by USDOL.

CUSTOMER SATISFACTION – WAGNER-PEYSER (WP) INDIVIDUALS

Based on a monthly telephone survey, the average participant rating for the three federally mandated questions regarding overall satisfaction reported on the ASCI (American Customer Satisfaction Index) 0–100-point scale. The methodology is the same as that currently employed for regional Wagner-Peyser (WP) job seekers in the survey conducted in Florida by Brandt Information Services, Inc. under contract with WFI.

SERVICES TO EMPLOYERS

CUSTOMER SATISFACTION – ALL EMPLOYERS

Based on a monthly telephone survey, the average employer rating for the three federally mandated questions regarding overall satisfaction reported on the ASCI 0–100-point scale (American Customer Satisfaction Index). The methodology is that currently employed under for the regions in the survey conducted in Florida by Brandt Information Services, Inc. under contract with WFI.

EMPLOYER MARKET PENTRATION

This measure expresses the unduplicated number of employers receiving Employ Florida services as a percentage of the region's employers. Uses LMS universe of employers (The Enhanced Quarterly Unemployment Insurance Address File or EQUI) as the best indicator of businesses that actually exist in a region and tracks the percentage of these employers that receive workforce services.

The measure is reported annually on a statewide basis only and therefore is not included on the standard Balance Scorecard Report which displays comparative regional rankings. Results are broken down for 1) large businesses with greater than 100 employees, 2) medium businesses with 10-99 employees, and 3) small businesses with 5-9 employees.

SERVICES TO DISADVANTAGED GROUPS, UNEMPLOYED ADULTS, AND YOUTH**EMPLOYMENT RATE (WORKFORCE INVESTMENT ACT)**

This measure combines the Workforce Investment Act (WIA) current short-term measures for entered employment/employment for WIA adults and dislocated workers at exit. The denominator is the unduplicated total number of all adult and dislocated worker exiters regardless of employment status at registration. The numerator is the total employed at exit.

EMPLOYMENT EARNINGS RATE (WORKFORCE INVESTMENT ACT)

The average Workforce Investment Act (WIA) adult and dislocated worker earnings the first quarter after exit for those employed the first quarter after exit expressed as a percentage of the regionally adjusted Lower Living Standard Income Level (LLSIL) for a family of three. Regional adjustments are based on the Florida Price Level Index. (Source: AWI, Office of Workforce Information Services, Labor Market Statistics). Average earnings for the unduplicated total of adults and dislocated workers based on UI quarterly wage report data.

EMPLOYMENT RETENTION RATE (WORKFORCE INVESTMENT ACT)

The unduplicated total of Workforce Investment Act (WIA) adults and dislocated workers employed the 2nd and 3rd quarters after exit expressed as a percentage of the total of all those employed the 1st quarter after exit. Employment based on UI wage report data.

YOUTH AVERAGE GRADE LEVEL GAIN (WORKFORCE INVESTMENT ACT)

The average annual grade level increase for all Workforce Investment Act (WIA) basic skills deficient youth based on pre- and post-test results at 1 year or exit. The measure applies to both in-school and out-of-school participants who are assessed as basic skills deficient at registration. The higher of the 2 results for either numeracy or literacy gain will be used to calculate the measure.

YOUTH POSITIVE OUTCOME RATE (WORKFORCE INVESTMENT ACT)

For all Workforce Investment Act (WIA) youth, the percentage with positive outcomes at the 3rd quarter after exit. The numerator is the count of all older and younger youth, including those 18-21 served as only as adults, who by the 3rd quarter after exit obtain a credential, or obtain a diploma, or who are in post-secondary education or advanced training or qualified apprenticeships or the military or who are employed.

CUSTOMER SATISFACTION – WORKFORCE INVESTMENT ACT PARTICIPANTS

Based on a monthly telephone survey, the average participant rating for the three federally mandated questions regarding overall satisfaction reported on a ASCI (American Customer Satisfaction Index) 0–100-point scale. The methodology is that currently employed under Workforce Investment Act (WIA) for regional WIA adult, dislocated worker, and youth customers in the survey conducted in Florida by Brandt Information Services, Inc. under contract with WFI.

SERVICES TO WELFARE RECIPIENTS

WELFARE CLOSED CASE OUTCOME RATE

The percentage of closed TANF funded Temporary Cash Assistance (TCA) cases that were closed due to earned income. The numerator is the unduplicated sum of TCA cases that received TANF during the report period that were closed due to earnings (based on 13 reasons defined by DCF, but also includes individuals whose TCA case closed for reasons not represented in the 13 codes that had an unsubsidized job open in the WT data entry system during the report period). The denominator is the unduplicated sum of closed TCA cases that received TANF during the report period. Calculated at point of case closure. This is the same as the former Red & Green Report measure.

WELFARE TRANSITION EARNINGS RATE

The welfare transition program average wage the first quarter after case closure for TANF closed cases closed due to earned income expressed as a percentage of the regionally adjusted Lower Living Standard Income Level (LLSIL) for a family of three. Regional adjustments are based on the Florida Price Level Index. (Source: AWI,

Office of Workforce Information Services, Labor Market Statistics). Average wage based on UI quarterly wage report data.

WELFARE TRANSITION RETENTION RATE

Of those TANF the cases closed due to earnings, the number employed the 2nd and 3rd quarters after case closure based on a match with quarterly UI wage report data.

ANNUAL THRESHOLD YES/NO INDICATORS

LEVEL OF SERVICE INDICATOR FOR ALL CUSTOMER GROUPS

To achieve this threshold, the level of service for all Workforce Investment Act and Wagner-Peyser participants must equate to at least 80% of the level of funding allocated by formula to the regional workforce board.

LEVEL OF SERVICE INDICATOR FOR SPECIAL CUSTOMER GROUPS

To achieve this threshold, the level of service for specified Workforce Investment Act and Wagner-Peyser special customer groups must equate to at least 80% of the level of funding allocated by formula to the regional workforce board. The special groups include the disabled, veterans, offenders, and youth aging out of foster care.

INDICATOR FOR YOUTH DIPLOMA ATTAINMENT

To achieve this threshold, the regional workforce board must attain a youth diploma attainment rate of at least 48% based on the WIA core measure methodology.

INDICATOR FOR WELFARE PARTICIPATION RATE

To achieve this threshold, the regional workforce board must report an all-family participation rate of at least 50% based on Department of Health and Human Services requirements for the Temporary Assistance for Needy Families (TANF) Program.

INDICATOR FOR DATA VALIDITY

To achieve this threshold, the regional workforce board must have data element validation results that meet each program's standards once these standards are established by the United States Department of Labor (USDOL).